



Frequently Asked Questions (FAQ) Voluntary Safety Recall 72F1

SUMMARY

Campaign Code: 72F1

Affected Vehicles: 2015 MY Volkswagen Passat and Jetta with manual front seatback recliner(s)

Problem Description: An improperly assembled seatback recliner retaining bracket may not engage correctly in some affected vehicles, causing the seatback to shift fore and/or aft with minimal effort. Should this movement occur unexpectedly with the driver's seatback, it could startle the driver and lead to a crash. In a crash, if the movement occurs with either driver or front passenger seat, it poses a risk of injury to the seat occupant(s).

Corrective Action: Inspect the seatback recliner retaining bracket to ensure it is assembled according to factory specifications. If an assembly is found to be out of specification, the bracket will be corrected so that it meets the correct factory specifications.

FOR RECALLS ONLY: By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

What is the parts allocation plan for this action?

The repair for this safety recall does not require any parts, therefore no parts allocation is needed.

Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

Is towing being covered under this action?

No. Towing is not covered under this action.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.